



SANDRA SHEWRY
Director

State of California—Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

March 22, 2007

Dear Interested Parties:

**HEALTH CARE OPTIONS PROGRAM REQUEST FOR PROPOSAL (RFP) 06-55000
ADMINISTRATIVE BULLETIN 13, ADDENDUM 11**

Administrative Bulletin Number 13, Addendum 11 issued by the California Department of Health Services (CDHS), Office of Medi-Cal Procurement (OMCP), announces information and changes to Request for Proposal (RFP) for the Health Care Options Program. CDHS provides notification to interested parties of the following:

1. Enclosed you will find official responses to Proposers' clarification questions submitted to OMCP.
2. Addendum 11 incorporates changes to various sections of the RFP; it includes changes to:
 - RFP Main
 - Exhibit E – Additional Provisions

Within the text of the RFP Main and Exhibit E, changes are indicated as an underline and a strikethrough to denote revisions.

In order to configure the Internet and CD version of the RFP to accurately reflect the current requirements and considerations, remove the existing pages and insert the appropriate replacement pages. The website for the electronic version is www.dhs.ca.gov/omcp.

ONLINE AND CD VERSION

To update the RFP, use the instructions in the following chart. Any changes made to the RFP are published as replacement pages in the RFP.

REMOVE EXISTING PAGES	REPLACEMENT PAGES
RFP Main, page 42	RFP Main, page 42 Modified language.
RFP Main, pages 71-94	RFP Main, pages 71-94 Modified language.

REMOVE EXISTING PAGES	REPLACEMENT PAGES
Exhibit E – Additional Provisions, page 5 of 58 and page 11 of 58	Exhibit E – Additional Provisions, page 5 of 58 and page 11 of 58 Modified language.

Prospective Proposers have five (5) working days from the issue of this transmittal to the postmark date of the proposers' response to submit any objections to the Addendum to the address below:

RFP 06-55000

Attn: Karissa Kanenaga or Ramonda Ramos

CA Department of Health Services

Office of Medi-Cal Procurement, Mail Station 4200

Health Care Options Program

P.O. Box 997413

Sacramento, CA 95899-7413

E-Mail: omcprfp0@dhs.ca.gov

Sincerely,

Original signed by *Donna Martinez*

Donna Martinez, Chief

Office of Medi-Cal Procurement

Enclosures

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	RFP Reference	Section	Page Number	Question	Responses
1	Exhibit A, Attachment II	4.7.3.1.B	4-14	Correction: Accuracy appears to be incorrectly labeled as B. Should this section be labeled as C?	Correct. The Accuracy Section should be labeled C.
2	RFP Main	K.3.g	Page 67	The Project Personnel evaluation uses the following criteria: "To what extent does the Proposer identify all affiliates or persons and concerns exercising control or ownership of the Proposer and any or all of its affiliates? In this question, evaluate whether the Proposer indicated the type of control or ownership; i.e., common officers, directors, stockholders with controlling interest", yet the Project Personnel instructions in RFP main provide no requirements or guidelines in meeting this criteria.	CDHS does not believe further clarification is needed.
3	Administrative Bulletin 12, Additional Questions & Official Answers	Question 66	Page 33	The red line changes made to Section 2.9.3 provides clarification that the Contractor is only responsible for the distribution of existing publications identified by CDHS during Takeover and any additional publications identified by CDHS during the Contract term. However, Sections 2.9.4 through 2.9.12 still requires that the Contractor be responsible for the development, production (printing), and storage of new and existing publications. Please clarify the contractors responsibilities related to Medi-Cal publications so that contractor costs can be accurately delineated.	The Contractor is responsible for all of the requirements identified in sections 2.9.3 through 2.9.1.2
4	Administrative Bulletin 12, Additional Questions & Official Answers	Question 65	Page 32	Question 65 of Addendum 10 and Question 119 of Addendum 6 provide clarification that the Consumer Guide will be included as an attachment to the Annual Renotification mailings and should be included as a cost component in the fixed price bid for HCO Informing Packet Mailings. Will CDHS update Exhibit A, Attachment II, Section 2.5.5 "Annual Renotification Mailings" to include the Consumer Guide in the Scope of Work.	No.
5	RFP Main	N.5.c)	Page 62	The "Phase 1 (Plus Level)" example on Page 62 and 63 appears to be incorrect in displaying the	The value should be 25.3860 but this is just an example of

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				point value as 25.3680. Should this value be 25.3860?	how the calculation will be made.
6	RFP Main	N.5.d)	Page 63	The "Phase 1 (Plus Level)" example on Page 63 and 64 uses two different prices for the Phase 1 Base Volume for Proposer B. Should this value be \$1.1M, and not \$1.2M?	This is just an example of how the calculation will be made.
7	RFP Main	N.5.d)	Page 63	The second part of the "Phase 1 (Minus Level)" example on the top of Page 64 appears to show an incorrect Points Earned amount. Should this value be 15 points, and not 30?	This is just an example of how the calculation will be made.
8	Administrative Bulletin 12, Additional Questions & Official Answers	Question 44	Page 23	The clarification to Question 44 illustrates the difference in content and delivery requirements of the Records Retention Manual and Records Retention Plan, however, the Evaluation Criteria for the Records Retention section in RFP Main 0.7.h.3), page 88, still indicates that the Record Retention Manual will be evaluated with the Record Retention Section. Please clarify the discrepancy in the requirements and scoring of this section.	This is being clarified in Addendum 13.

The Proposer shall describe how it plans to manage the Records Retention and Retrieval component of the Contract to ensure Contract requirements are met and objectives are attained. [The Proposer must organize its responses into the following sections:](#)

- [i. Records Retention and Retrieval Policy and Procedures Manual](#)
- [ii. Retention of HCO Program Records](#)
- [iii. Retrieval of HCO Program Records](#)
- [iv. Certification](#)
- [v. Assistance with Investigations, Disputes and Litigation](#)
- [vi. Access](#)
- [vii. Automated System Requirements](#)

i) Security and Confidentiality Plan (Not to exceed 30 pages)

The Proposer shall describe how it plans to manage the Security and Confidentiality component of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will accomplish meeting HIPAA requirements. The Proposer must organize its responses into the following sections:

- ~~i. Records Retention and Retrieval Policy and Procedures Manual~~ [Security and Confidentiality Plan](#)
- ~~ii. Retention of HCO Program Records~~ [National Provider Identifier](#)
- ~~iii. Retrieval of HCO Program Records~~ [Medi-Cal Publications Security and Confidentiality Plan](#)
- ~~iv. Certification~~
- ~~v. Assistance with Investigations, Disputes and Litigation~~
- ~~vi. Access~~
- ~~vii. Automated System Requirements~~

j) Disaster Prevention and Recovery/Business Continuity Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to manage the Disaster Prevention and Recovery component of the Contract to ensure that Contract requirements are met and performance is successful. The Proposer must present its response in a Disaster Prevention and Recovery/Business Continuity Plan.

k) Health Plan Enrollment Process Plan (If an automated system is proposed) (Not to exceed 50 pages)

The Proposer shall describe how it plans to manage the Health Plan Enrollment Process of the Contract to ensure that Contract requirements are met and performance is successful. The Proposer must organize its responses into the following sections:

- i. HPE Processing Compliance Plan
- ii. HPE Processing Procedures and Process Group Organization Manual
- iii. System Development Guidelines
- iv. Software Automation Tools
- v. Computer Hardware
- vi. Electronic Documents and Computer Generated Images
- vii. Communications Standards
- viii. System Availability
- ix. System Design Standards
- x. Document Requirements
- xi. System Processing
- xii. System Data Dictionary
- xiii. Data File layout Descriptions
- xiv. Integrated Testing
- xv. Change Requirements

7. Work Plan

a.	TAKEOVER PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed during the Takeover Phase?	K.3.j.3)a)-d)	Exhibit A, Att. I	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Takeover Phase?	K.3.j.3)e)	Exhibit A, Att. I	0-4	4
3)	<p>To what extent does the Takeover Work Plan include all required Takeover milestones and deliverables as required in the RFP?</p> <p>The following will be considerations in scoring:</p> <p>A. Are activities defined in the level of detail required in the RFP?</p> <p>B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements?</p> <p>C. Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and CDHS review and approval?</p>	K.3.j.3)f) and K.3.j.4)a)i	Exhibit A, Att. I	0-4	4
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Takeover Management and Planning?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Takeover Work Plan</p> <p>B. Project Control and Reporting Process</p> <p>C. Takeover Management Team</p>	K.3.j.3)f) and K.3.j.4)a)ii	Exhibit A, Att. I	0-4	4

5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Organizational Structure and Personnel Acquisition functions <u>and Organizational Structure functions</u>?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. <u>Personnel Acquisition</u> Organization Structure</p> <p>B. Personnel Acquisition <u>Organization Structure</u></p>	<u>K.3.j.3)f) and K.3.j.4)a)iii</u>	<u>Exhibit A, Att. I</u>	0-4	4
6)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Assumption of Operations Plan?</p>	<u>K.3.j.3)f) and K.3.j.4)a)iv</u>	<u>Exhibit A, Att. I</u>	0-4	4
7)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Takeover Facilities?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Facilities Acquisition and Installation Plan</p> <p>B. Set-Up</p>	K.3.j.3)f) and K.3.j.4)a)iii <u>v</u>	Exhibit A, Att. I	0-4	4
8)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Customer Service?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Customer Service Plan</p> <p>B. Set-Up Customer Service Functions</p> <p>C. Telephone Call Center</p> <p>D. Enrollment Services Representative Presentations Site, Space, and Staffing Plan</p> <p>E. Development of Presentation Tools</p>	K.3.j.3)f) and K.3.j.4)a)v <u>i</u>	Exhibit A, Att. I	0-4	4

	F. Plan for Interfacing with County Social Services for Maximum Referrals to HCO G.E. Research Satisfaction Evaluation Tool H.F. Customer Service Portal I.G. Provider Information Network				
9)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Informing Materials?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Materials Development and Production, and Mailing Functions Plan B. Develop and Produce, and Mail Informing Materials C. Medi-Cal Publications</p>	K.3.j.3)f) and K.3.j.4)a)vi	Exhibit A, Att. I	0-4	4
<u>10)</u>	<p><u>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for handling Enrollment/Disenrollment Processing information?</u></p> <p><u>At a minimum the Proposer will be expected to address:</u></p> <p><u>A. Enrollment/Disenrollment Processing Compliance Plan</u> <u>B. Enrollment/Disenrollment Procedures and Process Group Organization Manual</u> <u>C. Communication Links</u> <u>D. CDHS Access to Processes</u> <u>E. Information Dictionary Users Guide</u> <u>F. Information Files</u> <u>G. Integrated Testing</u> <u>H. Acceptance Testing</u> <u>I. Evaluation of Enrollment/Disenrollment Processing Manuals</u> <u>J. Project Monitoring Tools</u> <u>K. Process Group</u></p>	<u>K.3.j.3)f) and K.3.j.4)a)viii</u>	<u>Exhibit A, Att. I</u>	<u>0-4</u>	<u>4</u>

110	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Quality Management functions?</p> <p>At a minimum the Proposer will be expected to address:</p> <ul style="list-style-type: none"> A. Quality Assurance Plan B. Quality Assurance Policy <u>Standards</u> and Procedures Plan <u>Manual</u> C. <u>Change Support Program Plan</u> C. <u>D.</u> HCO Program Operations Policy and Procedures Manuals D. <u>E.</u> Policy and Procedures Manuals Installation Plan E. <u>F.</u> Policy and Procedures Manuals Submission 	K.3.i.3)f) and K.3.i.4)a)ix	Exhibit A, Att. I	0-4	4
124	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Problem Correction Process functions?</p> <p><u>At a minimum the Proposer will be expected to address:</u></p> <p><u>A. Problem Correction Process Plan</u></p>	K.3.i.3)f) and K.3.i.4)a)x	Exhibit A, Att. I	0-4	4
132	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Reports Distribution functions?</p> <p><u>At a minimum the Proposer will be expected to address:</u></p> <p><u>A. Reports Distribution List</u> <u>B. Reports Users Manuals</u></p>	K.3.i.3)f) and K.3.i.4)a)xi	Exhibit A, Att. I	0-4	4
143	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Records Retention functions?</p>	K.3.i.3)f) and K.3.i.4)a)xii	Exhibit A, Att. I	0-4	4

	At a minimum the Proposer will be expected to address: A. Records Retention Procedures <u>and Retrieval</u> Plan B. Implementation of Records Retention <u>and Retrieval</u> Function				
154)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Security and Confidentiality functions? <u>At a minimum the Proposer will be expected to address:</u> <u>A. Security and Confidentiality Plan</u>	<u>K.3.i.3)f) and K.3.i.4)a)xiii</u>	<u>Exhibit A, Att. I</u>	0-4	4
165)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Disaster Prevention and <u>Disaster</u> Recovery/Business Continuity functions? <u>At a minimum the Proposer will be expected to address:</u> <u>A. Disaster Prevention and Disaster Recovery/Business Continuity Plan</u>	<u>K.3.i.3)f) and K.3.i.4)a)xiv</u>	<u>Exhibit A, Att. I</u>	0-4	4
16)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Systems Group Organization and Procedures functions?				
17)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for handling enrollment/disenrollment information? At a minimum the Proposer will be expected to address:	K.3.j.3)f) and K.3.j.4)a)	Exhibit A, Att. I	0-4	4

	A.Enrollment/Disenrollment Processing B.Enrollment/Disenrollment Information Installation Plan C.Installation of Enrollment/Disenrollment Information D.Enrollment/Disenrollment Information during Assumption of Operations				
18)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Data Dictionary Users Guide functions?			0-4	4
19)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the process testing requirements? At a minimum the Proposer will be expected to address: A.Process Test Plan B.Process Testing Responsibilities	K.3.j.3)f) and K.3.j.4)a)ix	Exhibit A, Att. I	0-4	4
20)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Acceptance Testing requirements? At a minimum the Proposer will be expected to address: A.Acceptance Testing Support Plan B.Acceptance Testing Responsibilities C.Acceptance Testing — CDHS Rights D.Acceptance Testing Categories E.Selected Acceptance Testing Scenarios F.Acceptance Testing Evaluation Response G.Acceptance Decisions	K.3.j.3)f) and K.3.j.4)a)x	Exhibit A, Att. I	0-4	4
<u>1724)</u>	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Financial Management requirements?	K.3.j.3)f) and K.3.j.4)a) viii <u>xvi</u>	Exhibit A, Att. I	0-4	4

22 18)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill Other Administrative Procedures requirements?	K.3.j.3)f) and K.3.j.4)a)xvii	Exhibit A, Att. I	0-4	4
23 19)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Transfer of Assumptions of Operations requirements? At a minimum the Proposer will be expected to address: A. Enrollment/Disenrollment Processing HCO Operations B. Two-Way File Transfer C. Enrollment/Disenrollment information Maintenance File Maintenance	K.3.j.3)f) and K.3.j.4)a)xiii	Exhibit A, Att. I	0-4	4
20 4)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
TAKEOVER PLAN SCORE					96 80

b.	CUSTOMER SERVICE PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed for the Customer Service function?	K.3.j.3)a)-d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Customer Service function?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Telephone Call Center? At a minimum the Proposer will be expected to address:	K.3.j.3)f) and K.3.j.4)b)i	Exhibit A, Att. II	0-4	4

	A. System and Equipment and System B. Telephone Call Center Staff C. Telephone Call Center Standards D. Telephone Call Center Monitoring				
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Education and Outreach?</p> <p>At a minimum the Proposer will be expected to address:</p> A. Presentation Sites Selection Criteria and Ongoing Efficiency Evaluation B. Presentation Site Staffing and Language Requirements C. Presentation Site and Staff Monitoring D. Conducting HCO Presentations Referrals E. Scheduling Presentations Materials F. Presentation Materials F.G. Presentation Monitoring G.H. Outreach and Enrollment Assistance Sessions	K.3.j.3)f) and K.3.j.4)b)ii	Exhibit A, Att. II	0-4	4
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Research?</p> <p><u>At a minimum the Proposer will be expected to address:</u></p> <p><u>A. Research Satisfaction Evaluation Tool</u></p>	K.3.j.3)f) and K.3.j.4)b)iii	Exhibit A, Att. II	0-4	4
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Customer Service Portal?	K.3.j.3)f) and K.3.j.4)b)iv	Exhibit A, Att. II	0-4	4
7)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Provider Information Network?	K.3.j.3)f) and K.3.j.4)b)v	Exhibit A, Att. II	0-4	4
8)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	CUSTOMER SERVICE PLAN SCORE				32

c.	INFORMING MATERIALS PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Informing Materials functions?	K.3.j.3)a)d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Informing Materials functions?	K.3.j.3)e)	Exhibit A, Att. II Section 2	0-4	4
3)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Materials Development and Production?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Development of New and Updating of Existing Materials <u>B. Schedule for Development of HCO Informing Materials</u> <u>C. New HCO Informing Materials</u> <u>D. Existing HCO Informing Materials</u> <u>B.E. Production of Materials</u> <u>C.F. Control Binders</u> D. Required Translation and Reading Levels</p>	K.3.j.3)f) and K.3.j.4)c)i	Exhibit A, Att. II	0-4	4
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Mailing Functions?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Mailing of HCO Program Informing Materials B. Re-Informing Mailings C. Monthly Reconciliation Mailings D. Annual Renotification Mailings E. Mandatory-To-Voluntary Aid Code Status Change Mailings F. Special Mass Mailing Projects <u>Mass Mailing and/or Special Mailing Projects</u> G. <u>HCO Informing</u> Packets Request Mailings H. Other <u>HCO</u> Informing Materials Mailings I. Fulfillment Standards</p>	K.3.j.3)f) and K.3.j.4)c)ii	Exhibit A, Att. II	0-4	4

	J. Processing Returned Mail and Address Changes				
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Inventory of HCO Program <u>Informing Materials</u>?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Location of Materials B. Inventory Control C. Replenishment of Inventory D. Inventory Accuracy E. Manual or Automated System Requirements</p>	K.3.j.3)f) and K.3.j.4)c)iii	Exhibit A, Att. II	0-4	4
6)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Medi-Cal Publications?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Design Services B. Printer Services C. Work Plans, Cost Estimates and Schedules D. Existing Publications E. New Publications F. Transfer Upon <u>On</u> Termination G. Distribution Functions H. Order Fulfillment I. Standards for Distributing Medi-Cal Publications</p>	K.3.j.3)f) and K.3.j.4)c)iv	Exhibit A, Att. II	0-4	4
7)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	INFORMING MATERIALS PLAN SCORE				28

d.	ENROLLMENT/DISENROLLMENT PROCESSING PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of	K.3.j.3)a)-d)	Exhibit A,	0-4	4

	the work to be performed in the Enrollment/Disenrollment P rocessing operations?		Att. II		
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Enrollment/Disenrollment processing Processing operations?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
<u>3)</u>	<u>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the Enrollment/Disenrollment Processing?</u> <u>At a minimum the Proposer will be expected to address its procedures for:</u> <u>A. Enrollment/Disenrollment Processing Compliance Plan</u> <u>B. Enrollment/Disenrollment Processing Procedures and Process Group Organization Manual</u>	<u>K.3.j.3)f) and K.3.j.4)d)i-ii</u>	<u>Exhibit A, Att. II</u>	<u>0-4</u>	<u>4</u>
34)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for HCO Operations Interface? At a minimum the Proposer will be expected to address: A. Communications Link B. Medi-Cal Eligibility Database System Interface C. Health Plan Interface	K.3.j.3)f) and K.3.j.4)d)iii	Exhibit A, Att. II	0-4	4
4)	To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the manual or automated enrollment/disenrollment process availability? At a minimum the Proposer will be expected to address its procedures for: A. Availability of the Manual or Automated Enrollment/Disenrollment Process B. Enrollment/Disenrollment Process Response Times C. Enrollment/Disenrollment Reports D. CDHS Access to the Manual or Automated Enrollment/Disenrollment Process	K.3.j.3)f) and K.3.j.4)d)ii	Exhibit A, Att. II	0-4	4

5)	<p><u>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the Enrollment/Disenrollment Processing?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Processing Development Guidelines</u> <u>B. Processing Tools</u> <u>C. Documents and Images</u> <u>D. Communication Standards</u></p>	<u>K.3.i.3)f) and K.3.i.4)d)iv-vii</u>	<u>Exhibit A, Att. II</u>	<u>0-4</u>	<u>4</u>
65)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for integrated testing of the manual or automated enrollment/disenrollment process<u>Process availability?</u></p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Integrated Test Process B. Integrated Test Process-CDHS Rights C. Integrated Test Process-Contractor Responsibility D. A. Integrated Quality Assurance Test Team<u>Process</u> <u>Availability Standards</u> <u>B. Enrollment/Disenrollment Response Time</u> <u>C. Reports</u> <u>D. CDHS Access to Processes</u></p>	<u>K.3.i.3)f) and K.3.i.4)d)viii</u> x	Exhibit A, Att. II	0-4	4
7)	<p><u>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the Enrollment/Disenrollment Processing?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Document Requirements</u> <u>B. Process Information Dictionary</u> <u>C. Information File Layout Descriptions Manual</u></p>	<u>K.3.i.3)f) and K.3.i.4)d)ix-xi</u>	<u>Exhibit A, Att. II</u>	<u>0-4</u>	<u>4</u>

<u>8)</u>	<p><u>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for the Enrollment/Disenrollment Processing?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Integrated Test Process</u> <u>B. Integrated Test Process-CDHS Rights</u> <u>C. Integrated Test Process-Contractor Responsibility</u> <u>D. Integrated Quality Assurance Test Team</u></p>	<u>K.3.j.3)f) and K.3.j.4)d)xii</u>	<u>Exhibit A, Att. II</u>	<u>0-4</u>	<u>4</u>
<u>69)</u>	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for change requirements when changes to the <u>E</u>nrollment/<u>D</u>isenrollment <u>P</u>rocessing occurs?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>—A. Manual or Automated Enrollment/Disenrollment Process Development Notices —B. Establishment of Hours to Complete the Changes —C. Manual or Automated Enrollment/Disenrollment Process Development Phases <u>D. Process Operations Instructional Letters</u></p>	K.3.j.3)f) and K.3.j.4)d)xiii	Exhibit A, Att. II	0-4	4
<u>107)</u>	<p><u>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the Enrollment/Disenrollment Processing?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Evaluation of Manuals</u> <u>B. Project Monitoring</u> <u>C. Process Group</u> To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for the Processing Group?</p>	<u>K.3.j.3)f) and K.3.j.4)d)xiv-xvi</u> K.3.j.3)f) and K.3.j.4)d)xiii	Exhibit A, Att. II	0-4	4
<u>8)</u>	To what extent does the Proposer describe the approaches that	K.3.j.3)f) and	Exhibit A,	0-4	4

	<p>demonstrate CDHS ability to monitor the enrollment/disenrollment process?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Tools That Will Be Used B. All Equipment To Be Used C. Documents and Images That May Be in Hard Copy or Electronically Generated D. Manual or Automated Communication Standards E. Documentation Procedures</p>	K.3.j.4)d)xii	Att. II		
911)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the forms processing operations?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Forms Tracking System<u>Process</u> B. Choice Forms <u>s</u> Processing C. Special Disenrollment Request Forms D. Exceptions to Plan Enrollment Requests <u>Forms</u></p>	K.3.j.3)f) and K.3.j.4)d) <u>xviii</u> ix	Exhibit A, Att. II	0-4	4
120)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for other Enrollment/Disenrollment <u>Processing</u> Operations?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Beneficiary Auto Assignment B. Health Plan Membership Status Letter</p>	K.3.j.3)f) and K.3.j.4)d) <u>xviii-xix</u> x & xi	Exhibit A, Att. II	0-4	4
134)	<p>To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?</p>			0-4	4
	ENROLLMENT/DISENROLLMENT PROCESSING PLAN SCORE				44 <u>52</u>

e.	QUALITY MANAGEMENT PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in for the Quality Management operations?	K.3.j.3)a) to -d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Quality Management operations?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Quality Management <u>Assurance</u> Unit? <u>At a minimum the Proposer will be expected to address:</u> <u>A. Quality Assurance Unit Responsibilities</u>	K.3.j.3)f) and K.3.j.4)e)i	Exhibit A, Att. II	0-4	4
4)	To what extent does the Proposer describe in detail the Quality Management <u>Assurance</u> Standards and Procedures Manual? At a minimum the Proposer will be expected to address: A. Quality Assurance Procedures <u>Plan</u> B. Quality Management <u>Assurance</u> Review C. Quality Management <u>Assurance</u> Performance Measurements	K.3.j.3)f) and K.3.j.4)e)ii	Exhibit A, Att. II	0-4	4
5)	To what extent does the Proposer describe in detail its understanding of the Quality Management Key Operational Areas? At a minimum the Proposer will be expected to address: A. Enrollment/Disenrollment Processing B. Information Updates	K.3.j.3)f) and K.3.j.4)e)iii	Exhibit A, Att. II	0-4	4

	1. Daily Eligible and Monthly Reconciliation Files 2.HCO Operations -Transaction Log File C. Customer Service 1. Telephone Assistance 2. Enrollment Service Representatives Presentations 3. Research D. HCO Program -Informing Materials Mailed E. All Other Operational <u>al</u> Areas Not Required to be Monitored and Reported Each Month				
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for Special Quality Management <u>Assurance</u> Studies?	K.3.j.3)f) and K.3.j.4)e)iv	Exhibit A, Att. II	0-4	4
7)	To what extent does the Proposer describe in detail how the Proposer will make the Quality Management <u>Assurance Information available</u> <u>availability</u> to the CDHS?	K.3.j.3)f) and K.3.j.4)e)v	Exhibit A, Att. II	0-4	4
8)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Change Support System <u>Program</u> ? <u>At a minimum the Proposer will be expected to address:</u> <u>A. Change Support Program Plan</u>	K.3.j.3)f) and K.3.j.4)e)vi	Exhibit A, Att. II	0-4	4
9)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the HCO Operations Policy and Procedures Manuals?	K.3.j.3)f) and K.3.j.4)e)vii	Exhibit A, Att. II	0-4	4
10)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Medi-Cal Publications Quality Assurance?	K.3.j.3)f <u>and</u> <u>K.3.j.4)e)viii</u>	Exhibit A, Att. II	0-4	4
11)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	QUALITY MANAGEMENT PLAN SCORE				44

f.	PROBLEM CORRECTION PROCESS PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed by the Problem Correction Process?	K.3.j.3)a) to -d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Problem Correction Process?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Problem Statement Categories? At a minimum the Proposer will be expected to address its procedures for: A. Initial Problem Statements B. Interim Response Problem Statements C. Corrective Action Plan Problem Statements D. Closure Notices s <u>Problem Statements</u>	K.3.j.3)f) and K.3.j.4)f) <u>ii-v</u>	Exhibit A, Att. II	0-4	4
4)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	PROBLEM CORRECTION PROCESS PLAN SCORE				16

g.	REPORTS PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Reports function?	K.3.j.3)a) to -d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Reports function?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Reports deliverables? At a minimum the Proposer will be expected to address its procedures for:	K.3.j.3)f) and K.3.j.4)g)i	Exhibit A, Att. II	0-4	4

	A. Customer Service Reports B. Informing Materials Reports C. Enrollment/Disenrollment Processing Reports D. Quality Management Assurance Reports E. Problem Correction Process Reports F. Records Retention Retrieval Reports G. Security and Confidentiality Reports H. Disaster Prevention and Recovery Reports I. Monthly Progress Reports J. <u>Medi-Cal Publications</u>				
4)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Production of Reports?	K.3.j.3)f) and K.3.j.4)g)ii	Exhibit A, Att. II	0-4	4
5)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Delivery of Reports?	K.3.j.3)f) and K.3.j.4)g)iii	Exhibit A, Att. II	0-4	4
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Reports to Managed Care Plans?	K.3.j.3)f) and K.3.j.4)g)iv	Exhibit A, Att. II	0-4	4
7)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Automated Systems requirements?			0-4	4
<u>7</u> 8)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	REPORTS PLAN SCORE				32 28

h. RECORDS RETENTION AND RETRIEVAL PLAN					
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Records Retention and Retrieval function?	K.3.j.3)a) to <u>d</u>)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Records Retention and Retrieval Procedures?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	To what extent did the Proposer submit a Records Retention and Retrieval Policy and Procedures Manual that addresses all the	K.3.j.3)f) and K.3.j.4)h	Exhibit A, Att. II	0-4	4

	<p>requirements of the Scope of Work for Records Retention and Retrieval? describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Records Retention and Retrieval?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p><u>A. Records Retention and Retrieval Process and Procedures Manual</u></p> <p>A.B. Retention of HCO Program Records</p> <p>B.C. Retrieval of HCO Program Records</p> <p>C.D. Certification</p> <p>D.E. Assistance With Investigations, Disputes and Litigation</p> <p>E.F. Access</p> <p>E. Document Management Process Requirements</p>				
4)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	RECORDS RETENTION AND RETRIEVAL PLAN SCORE				16

i. SECURITY AND CONFIDENTIALITY PLAN					
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Security and Confidentiality function?	K.3.j.3)a) to d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Security and Confidentiality function?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
3)	<p>To what extent does the Proposer describe in detail the Security and Confidentiality Plan?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Security</p> <p>B. Confidentiality</p> <p>C. Risk Analysis/Assessment</p>	K.3.j.3)f) and K.3.j.4)i)i	Exhibit A, Att. II	0-4	4

4)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the National Provider Identifier (NPI)?	K.3.j.3)f) and K.3.j.4)i)ii	Exhibit A, Att. II	0-4	4
5)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Medi-Cal Materials <u>Publications</u> Security and Confidentiality Plan ?	K.3.j.3)f) and K.3.j.4)i)iii		0-4	4
6)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
SECURITY AND CONFIDENTIALITY PLAN SCORE					24

j.	DISASTER PREVENTION AND <u>DISASTER RECOVERY</u>/BUSINESS CONTINUITY PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Disaster Prevention and Recovery function?	K.3.j.3)a) to -d)	Exhibit A, Att. II	0-4	4
2)	To what extent does the Proposer describe its understanding of the work to be performed in the <u>Disaster Recovery</u> /Business <u>Continuity</u> Recovery function?	<u>K.3.i.3)a)-d)</u>	Exhibit A, Att. II,	0-4	4
3)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Disaster Prevention and Recovery function?	K.3.j.3)e)	Exhibit A, Att. II	0-4	4
4)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the <u>Disaster Recovery</u> /Business Continuity function?	<u>K.3.i.3)e)</u>	Exhibit A, Att. II,	0-4	4
5)	To what extent does the Proposer describe in detail the Disaster Prevention and <u>Disaster</u> Recovery/Business Continuity Plan? At a minimum the Proposer will be expected to address its procedures for: A.Disaster Prevention B.Disaster Recovery C.Risk Analysis/Assessment	K.3.j.3)f) and K.3.j.4)j)i	Exhibit A, Att. II	0-4	4

	D. Business Recovery				
<u>6)</u>	<p><u>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Disaster Prevention?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Facility Environment</u> <u>B. Fire Protection</u> <u>C. Flood and Earthquake Protection</u> <u>D. Miscellaneous Disaster Protection</u></p>	<u>K.3.i.3)f) and K.3.i.4)j)ii</u>	<u>Exhibit A, Att. II</u>	<u>0-4</u>	<u>4</u>
<u>76)</u>	<p><u>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Disaster Recovery/Business Continuity?</u></p> <p><u>At a minimum the Proposer will be expected to address its procedures for:</u></p> <p><u>A. Back-Up Requirements</u> <u>B. Recovery Procedures</u> <u>C. Back-Up Facilities</u></p> <p>To what extent does the Proposer describe in detail the Business Continuity Plan?</p>	<u>K.3.i.3)f) and K.3.i.4)j)iii</u>	Exhibit A, Att. II,	0-4	4
<u>8)</u>	<u>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Risk Analysis/Assessment?</u>	<u>K.3.i.3)f) and K.3.i.4)j)iv</u>		<u>0-4</u>	<u>4</u>
<u>97)</u>	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	DISASTER PREVENTION AND <u>DISASTER</u> RECOVERY/BUSINESS CONTINUITY PLAN SCORE				28 <u>36</u>

I.	TURNOVER PLAN				
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POINTS POSSIBLE	TOTAL POSSIBLE POINTS

					EARNED
1)	To what extent does the Proposer describe its understanding of the work to be performed during the Turnover Phase?	K.3.j.3)a)-d)	Exhibit A, Att. III	0-4	4
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Turnover Phase?	K.3.j.3)e)	Exhibit A, Att. III	0-4	4
3)	<p>To what extent does the Turnover Work Schedule include all required Turnover milestones and deliverables as required in the RFP?</p> <p>The following will be considerations in scoring:</p> <p>A. Are activities defined to the level of detail required in the RFP?</p> <p>B. Are the milestones and definitions of deliverables logical, realistic, and acceptable to the CDHS and do they meet submission requirements?</p> <p>C. Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and CDHS review and approval?</p>	K.3.j.3)f) and K.3.j.4)l)i	Exhibit A, Att. III	0-4	4
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Management and Planning?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Turnover Work Plan</p> <p>B. Project Control and Reporting Process</p> <p>C. Turnover Management Team</p> <p>D. Personnel</p>	K.3.j.3)f) and K.3.j.4)l)ii & iii	Exhibit A, Att. III	0-4	4
5)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Personnel?	K.3.j.3)f) and K.3.j.4)l)iii	Exhibit A, Att. III	0-4	4
65)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Facilities?	K.3.j.3)f) and K.3.j.4)l)iv	Exhibit A, Att. III	0-4	4
67)	To what extent does the Proposer describe in detail the specific	K.3.j.3)f) and	Exhibit A,	0-4	4

	actions that the Proposer will perform to fulfill the requirements for Equipment?	K.3.j.4)lv	Att. III		
7 8)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for Informing Materials and Mailing functions?	K.3.j.3)f) and K.3.j.4)lvi	Exhibit A, Att. III	0-4	4
8 9)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for the Reports functions?	K.3.j.3)f) and K.3.j.4)lvii	Exhibit A, Att. III	0-4	4
9 10)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for Records Retention functions?	K.3.j.3)f) and K.3.j.4)lviii	Exhibit A, Att. III	0-4	4
10 11))	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Turnover requirements for Files?	K.3.j.3)f) and K.3.j.4)lix	Exhibit A, Att. III	0-4	4
11 12))	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Turnover requirements for Documentation?	K.3.j.3)f) and K.3.j.4)lx	Exhibit A, Att. III	0-4	4
12 13)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Testing Support requirements?	K.3.j.3)f) and K.3.j.4)lxix	Exhibit A, Att. III	0-4	4
13 14)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Other Administrative Procedures requirements?	K.3.j.3)f) and K.3.j.4)lxix	Exhibit A, Att. III	0-4	4
14 15)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Turnover Processing requirements? At a minimum the Proposer will be expected to address: A. Turnover Phase-Out B. Turnover Phase-Out Work Plan and Schedule C. Turnover Phase-Out Activities D. Post-HCO Operations Phase	K.3.j.3)f) and K.3.j.4)lxix	Exhibit A, Att. III	0-4	4
15 16)	To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?			0-4	4
	TURNOVER PLAN SCORE				60 64

n. Total Work Plan Score

WORK PLAN SECTION	POINTS EARNED
TAKEOVER	96 80
CUSTOMER SERVICE	32
INFORMING MATERIALS	28
ENROLLMENT/DISENROLLMENT	44 52
QUALITY MANAGEMENT	44
PROBLEM CORRECTION PROCESS	16
REPORTS	32 28
RECORDS RETENTION AND RETRIEVAL	16
SECURITY AND CONFIDENTIALITY	24
DISASTER PREVENTION AND RECOVERY	28 36
TURNOVER	60 64
TOTAL POINTS EARNED	420

P. Bid Requirements and Information**1. Nonresponsive proposals**

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause CDHS to deem a proposal nonresponsive.

a. Failure of a Proposer to:

- 1) Meet DVBE participation goals or to demonstrate that a substantial Good Faith Effort (GFE) was made to meet those goals.
 - 2) Meet proposal format/content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of proposals.
 - 3) Pass the Required Attachment / Certification Checklist review (i.e., by not marking "Yes" to applicable items or by not appropriately justifying, to CDHS' satisfaction, all "N/A" designations).
 - 4) Submit a **mandatory** Conflict of Interest Compliance Certificate in the manner required, if applicable.
- b.** If a Proposer submits a proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.
- c.** If a Proposer supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.
- d.** If CDHS discovers, at any stage of the bid process or upon Contract award, that the Proposer is unwilling or unable to comply with the Contract terms, conditions and exhibits cited in this RFP or the resulting Contract.
- e.** If other irregularities occur in a proposal response that are not specifically addressed herein (i.e., the Proposer places any conditions on performance of the scope of work, submits a counter proposal, etc.).

- 1) The Contract accounts receivable and accounts payable items on the balance sheet disclosing transactions with related organizations. In addition, a list detailing all debtors and creditors with their outstanding balances shall be included with the financial statements.
- 2) The statement of changes in financial position disclosing all significant transactions affecting the Contractor's financial position during the year;
- 3) Inventories of all fixed assets and equipment, in accordance with Exhibit E, Additional Provisions, Section 36, Inventory and Treatment of CDHS Property;
- 4) A summary of total operating revenue by source; and
- 5) All requirements listed in Exhibit E, Additional Provisions, Section 29, Financial Criteria.

C. Accounting Ledgers

The Contractor shall maintain separate sets of accounting ledgers exclusively for the Contract and in connection therewith, identify, collect and separate ~~costs~~ prices by the following:

- 1) Takeover ~~expenses~~ prices;
- 2) Operations ~~expenses~~ prices;
- 3) Additional Contractual Services;
- 4) Hourly Reimbursement, ~~including employee timesheets~~;
- 5) Change Orders;
- 6) Amendments;
- 7) Turnover ~~expenses~~ prices; and
- 8) Cost Reimbursement ~~expenses~~ prices by category.

~~The Contractor will provide the CDHS online, real-time database access of these accounting ledgers via the desktop computer to CDHS staff identified by the Contracting Officer. The site where the desktop computers will be available to access these accounting ledgers will be determined by the CDHS.~~

Separate records must also be maintained for postage incurred for:

- 1) Packets;
- 2) Letters; and
- 3) Miscellaneous mailings.

D. Estimated Expenses

At the Contracting Officer's request, the Contractor shall submit to the CDHS a projected statement of total expenses associated with the Contract for each State fiscal year broken down by all contractual payment categories Takeover, Operations, Additional Contractual Services,

10. CDHS Approval of Deliverables

The Contractor shall submit all deliverables to the CDHS for review ~~and approval~~. ~~All approvals. For those deliverables pending Contractor correction, or disapprovals from the~~ that require approval pursuant to the Contract, CDHS shall be provide its approval or disapproval in writing within a time period specified in the Contract. If the CDHS rejects a deliverable as unacceptable, it will provide notification to the Contractor detailing reasons for its disapproval and specifying those items that, if added or modified, will cause the deliverable to be approved and specifying a time period for Contractor to make ~~shall make required~~ corrections. The Contractor shall make required corrections within the time required by the Contracting Officer.

All written deliverables, including Contractor correspondence, received by the CDHS after 2:00 PM Pacific Time will be date-stamped as received the next business day.

~~Despite the fact that the CDHS has approved the design of or approved and accepted the deliverable, product or service, the following shall apply:~~

- A. The Contractor shall not be relieved from its obligation to provide deliverables, products or services which meet the specifications of the Contract, C-Letters, Change Orders, Amendment, Systems Development Notices, or any other official letter, or other request of the CDHS; and,
- B. ~~If a deliverable, product or service is ultimately found not to meet the designated specifications,~~ In the event, CDHS basis for disapproval is that a deliverable, product or service is determined not to meet the designated specifications, and the Contracting Officer has not otherwise specifically and formally agreed to the variation from the designated specifications in writing by way of a C-Letter or a SOIL, the Contractor shall remedy this problem at no expense to the CDHS. The Contracting Officer's approval of a deliverable, product or service shall not be viewed as constituting an agreement to vary specifications unless accompanied by a C-Letter or a SOIL to this effect approving the variation and signed by the Contracting Officer.

Failure of the Contractor to obtain written CDHS approval shall not relieve the Contractor of its obligation to perform Contract responsibilities or to provide required deliverables to the CDHS.

11. CDHS Right to Equitable Adjustment

Whenever the CDHS requires services, goods, equipment, facilities or capabilities under the terms of the Contract, the cost for which is included in the bid price(s) or is cost reimbursable, and the Contractor fails to perform or provide the services, goods, equipment, facilities, capabilities, or substitutes other services, goods, equipment, facilities, or capabilities which are not fully equal to those required under the Contract and which are not acceptable to the Contracting Officer, the CDHS may require the Contractor to correct its performance within a period of thirty (30) calendar days, or such longer period as may be granted by the Contracting Officer. If the Contractor has failed to correct its performance during this period, the Contracting Officer, at its sole discretion, may make an immediate, equitable adjustment to recover the cost of services, goods, equipment, facilities or capabilities not provided or performed from administrative payments due the Contractor which stem from the bid price(s) or may implement a cost-savings Change Order in accordance with Exhibit E, Additional Provisions, Section 24, Cost Reduction Change Proposals. Upon notification from the Contracting Officer, the Contractor shall fully document the change and submit this documentation together with certified cost and pricing data to the Contracting Officer in the time period requested.

This remedy shall be in addition to and not in lieu of any other remedy provided to the CDHS in the Contract or by law.

12. CDHS Ownership

The CDHS does not own the HPE Process used by the Contractor or any subcontractor under the Contract.

- A. The CDHS ownership rights shall extend, but not be limited to: